

CUSTOMER CHARTER FOR NDLS CENTRES

The Road Safety Authority has engaged the services of the following three contractors to provide the National Driver Licence Service (NDLS) –



1. The Agent Network (AGNE) operates the NDLS centres throughout the country. In these centres, members of the public attend in person to verify their identity and apply for a licence or learner permit. Subject to everything with your application being in order, your application will be accepted by AGNE and sent to the Central Licensing Processing Unit.
2. The Central Licensing Processing Unit (CLPU) receives your application from AGNE at its centre in Cork and processes the application through completeness, validation and quality checks before sending the application to the Plastic Card Delivery Unit for card production. The CLPU is also responsible for operating the NDLS Customer Service Call Centre.
3. The Plastic Card Delivery Unit (PCDU) accepts the processed application (electronically) from the CLPU and produces your licence or learner permit. The PCDU is also responsible for posting the licence or learner permit to you.

THE AGENT NETWORK'S COMMITMENT TO NDLS CUSTOMERS

This Customer Charter describes the level of service to be provided by the Agent Network to NDLS customers. It outlines the Agent Network's commitment to you, the customer, as you use the NDLS, and the levels of service you are entitled to expect when you visit and interact with staff at NDLS centres.

THE OBJECTIVE OF THE NDLS AGENT NETWORK

- The NDLS Agent Network aims to deliver a professional administration and licensing service which reflects our commitment to providing you with the highest standards of customer service.
- To demonstrate, promote and preserve the mission of the RSA: "To make roads safer for everyone" by validating your identity to ensure that the person making an application for a licence or learner permit is entitled to such licence or learner permit. It is anticipated that these measures will help to keep unlicensed, illegal drivers off our roads.

OUR CENTRES

- The NDLS Agent Network comprises 36 fixed and mobile locations throughout the country, providing service to 98% of the population within a 50km radius of any given location in the country. The locations and addresses of all the NDLS Centres are listed on www.ndls.ie.
- 34 fixed NDLS centres are open Monday to Friday 9am - 5pm and Saturdays 9am - 2pm. There are also two mobile centres servicing Clifden, Co. Galway on Monday 9 am – 4 pm and Belmullet, Co. Mayo on Tuesday 9am – 4pm. All centres are open through lunch.

When attending any NDLS centre customers can expect the following:

- Their applications will be reviewed by Agent Network staff
- Their identity will be validated
- Their photograph and signature will be captured
- Their application and application fee (if required) will be accepted

If any of the above is not in order, the customer's application will be rejected and they will be required to present again at the NDLS centre with the correct information and/or application fee.

LEVELS OF SERVICE YOU CAN EXPECT WHEN VISITING A NDLS CENTRE

1. When you call into the NDLS centre we will deal with your application efficiently and treat you with courtesy and respect.
2. We will use our best endeavours to manage queuing times at NDLS centres so they are no longer than 30 minutes. This includes providing-
 - a. an online booking system for those who wish to schedule an appointment in advance of their visit; and
 - b. a walk-in service where your application can be made on the day, on a first-come, first-served basis. If all walk-in slots have been allocated on the day of your visit you will be advised to book an appointment online or to return on another day to avail of the walk-in service.
3. We will ensure that our NDLS centres are fully accessible for all our customers, fully comply with all applicable health and safety requirements, are comfortable and pleasant and are maintained to the highest standards.
4. Once you present your application at the NDLS application processing booth, we will endeavour to deal with your application within 15 minutes. If it is not possible to deal with your application within 15 minutes, we will endeavour to deal with it within 30 minutes.
5. We will ensure that the needs of people with disabilities are fully catered for. We will make every effort to ensure that access to our buildings and to all of our services is maintained for people with disabilities and others with specific needs.
6. We will implement measures to facilitate customers who wish to conduct their business through Irish.
7. We will ensure that all information provided to you by the staff at the NDLS centres in relation to the driving licence and learner permit application process is accurate.
8. We will respect our customers' privacy and accordingly will comply with our Privacy Statement and Data Protection Policy.